

Career Opportunity
Department of Labor and Industrial Relations
State of Hawaii Executive Branch

VACANCY ANNOUNCEMENT

WORKERS' COMPENSATION CLAIMS FACILITATOR (*II and I)
SR-30 / Hilo
Salary: \$3,989 monthly

Opening Date: August 7, 2017

Closing Date: Continuous

An Equal Opportunity Employer

RECRUITMENT INFORMATION

Recruitment Number 18-006. Position will be working in Hilo. In person interviews may be required.

Consideration may be given to lower levels:

Workers' Compensation Claims Facilitator: SR-20, Salary \$3,989 per month

Professional Trainee II: SR-18, Salary \$3,691 per month

Professional Trainee I: SR-16, Salary \$3,411 per month

DUTIES SUMMARY

Workers' Compensation Claims Facilitator: This position reflects responsibility for serving as an intermediary to promote understanding and facilitate the resolution of conflicts which arise during the workers' compensation claims process. The work involves responding to complaints from claimants, employers, physicians, attorneys, and representatives from insurance companies; explaining worker's compensation laws, rules and benefits, and the claims, hearing and appeal processes; explaining the implications that various courses of action may have on a case; securing the cooperation of parties to submit documentation required in order for the case to proceed further; identifying conflicts between award limits prescribed by laws and rules and requested awards; and whenever possible, encouraging the parties to resolve the claim. An individual in this position meets with claimants, employers, physicians, attorneys, representatives from insurance companies (providers and adjusters) and employee unions to promote understanding and cooperation in order to expedite the workers' compensation claims process. Contacts are also with the general public to provide information about workers' compensation laws, rules, claims process and other related matters.

MINIMUM QUALIFICATION REQUIREMENTS

Applicants must meet all the requirements for the position they are seeking as of the date of the application, unless otherwise specified. Please note that unless specifically indicated, the required education and experience may not be gained concurrently.

Your possession of the required amount of experience will not in itself be accepted as proof of qualification for the position. Overall paid or unpaid experience must be of such scope and responsibility as to conclusively demonstrate that you have the ability to perform the duties of the position. Note: Your calculation of experience must be based on full-time, 40-hour work weeks. Part-time experience must be pro-rated. Example: Twelve (12) months of experience at 20 hours/week is equivalent to six (6) months of experience, not one (1) year. Also, hours worked in excess of 40 hours/week will not be credited. Example: Twelve (12) months of experience at 60 hours/week is equivalent to one (1) year of experience, not one and a half (1 ½) years.

To qualify, you must meet all of the following requirements:

BASIC EDUCATION REQUIREMENT:

Graduation from an accredited four year college or university with a bachelor's degree.

Excess work experience as described under Specialized Experience, or any other responsible administrative, professional, or other analytical work experience which would provide knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted for education on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

SPECIALIZED EXPERIENCE REQUIREMENT:

For the Worker's Compensation Claims Facilitator, one and one-half (1 ½) years; for the Professional Trainee II, six (6) months; and for the Professional Trainee I, no specialized experience is required.

Specialized experience is demonstrated by progressively responsible professional work experience in the area of workers' compensation including case management which demonstrated the ability to deal effectively with claimants, employers, and/or insurers, and provided the knowledge and abilities described above. (Non-qualifying experience: Any clerical work experience, although it may be in the field of workers' compensation, is not qualifying.)

The information provided represents a summary of the Class Specification and Minimum Qualification Requirements. Please view the information and requirements in their entirety. Click [class specifications](#) and [minimum qualification](#) to view. You can also obtain the information and requirements from the Department of Human Resources Development website at <http://dhrd.hawaii.gov/state-hr-professionals/class-and-comp/>

PUBLIC SERVICE LOAN FORGIVENESS (PSLF) PROGRAM

The PSLF Program is a federal program that is intended to encourage individuals to work in public service by forgiving the balance of their federal student loans. To qualify, the individual must have made 120 qualifying payments while employed by a qualifying employer. For more information, please click: <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service>

**Please see the link with this announcement for the application and supplemental questions, or visit the Department of Labor and Industrial Relations, Human Resources Office
830 Punchbowl Street, Room 415
Honolulu, Hawaii 96813
(808) 586-9043**

**Recruitment Hours: Monday thru Friday 8:00am – 4:00pm
Closed on State Observed Holidays**

Submit completed APPLICATION and SUPPLEMENTAL QUESTIONNAIRE to:

Department of Labor and Industrial Relations, Personnel Office, 830 Punchbowl St., Room 415, Honolulu, HI 96813.

Mailed applications must be postmarked by midnight of closing date.